



Activity Guide – AR354: Advanced Billing Process

State of Kansas

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Activity 1 - Walkthrough: Finalizing and Printing Consolidated Bills

Scenario

You are a **Billing Administrator** and need to finalize and print invoices for consolidated bills. Run the Finalize and Print process and for this scenario, confirm the bill status has changed from “Rdy” (Ready) to “Inv” (Invoiced).

Menu Path

Billing → Generate Invoices → Consolidated → Finalize and Print Invoices → Add a New Value

UPK Procedure

Not Applicable


Job Aid

Not Applicable

Instructions

Follow along with your instructor as he/she demonstrates how to process invoices in SMART. Perform each step along with the instructor using the values assigned to your training number. For fields in the Required Data table that require “user specific data,” be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise ask the instructor for guidance.

Required Data

Field	Value
<i>Finalize and Print: Add a New Value</i>	
Run Control ID	FinalandPrint_[your initials]
<i>Consolidated Final and Print</i>	
Range Selection	Invoice ID radio button
From Business Unit	17300
To Business Unit	17300
From Invoice	See user specific data
To Invoice	Same as From Invoice
* Click the Bills To Be Processed button 	
<i>Bills To Be Processed</i>	
Status	Confirm Status is “Rdy”
* Click the Return button	
<i>Consolidated Final and Print</i>	
* Click the Run button	
<i>Activity continues on next page</i>	



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Field	Value
<i>Process Scheduler Request</i>	
Consolidation Final and Print (BIJOB02)	Select checkbox selected
Type	Web
Format	PDF
* Click the OK button	
<i>Consolidated Final and Print</i>	
Process Instance Number	_____ - Note the process instance number created for the process request
Process Monitor	Click the Process Monitor link
<i>Process List</i>	
Refresh	Click the Refresh button until Run Status is "Complete" and Distribution Status is "Posted"
BIJOB02	Click the BIJOB02 link for your process instance number
<i>Process Detail</i>	
BISPJ00C Success	Click the BISPJ00C Success button
BIIVCPC	Click the BIIVCPC Success link
View Log/Trace	Click the View Log/Trace link
<i>View Log/Trace</i>	
File List	Click the link for the PDF document containing your process instance number in the name
<i>Invoices PDF (new window)</i>	
All fields	Review the PDF file
* Click the Close button	
<i>Billing > Locate Bills > Bills Invoiced: Bill Search</i>	
Unit	17300
Bill To	Customer
ID	000000000000276
* Click the Search button	
<i>Bill Search Results</i>	
Invoice	Same as From Invoice above
Select	Checkbox selected for invoice
Header Info 1	Click the Header Info 1 link
Status	Confirm status of "INV"

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	From Invoice	173WO203
Instructor 2	From Invoice	173WO204
Instructor 3	From Invoice	173WO205
User 1	From Invoice	173WO206
User 2	From Invoice	173WO207
User 3	From Invoice	173WO208
User 4	From Invoice	173WO209
User 5	From Invoice	173WO210
User 6	From Invoice	173WO211
User 7	From Invoice	173WO212
User 8	From Invoice	173WO213
User 9	From Invoice	173WO214
User 10	From Invoice	173WO215
User 11	From Invoice	173WO216
User 12	From Invoice	173WO217
User 13	From Invoice	173WO218
User 14	From Invoice	173WO219
User 15	From Invoice	173WO220
User 16	From Invoice	173WO221
User 17	From Invoice	173WO222
User 18	From Invoice	173WO223
User 19	From Invoice	173WO224
User 20	From Invoice	173WO225

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	From Invoice	173WO226
Instructor 2	From Invoice	173WO227
Instructor 3	From Invoice	173WO228
User 1	From Invoice	173WO229
User 2	From Invoice	173WO230
User 3	From Invoice	173WO231
User 4	From Invoice	173WO232
User 5	From Invoice	173WO233
User 6	From Invoice	173WO234
User 7	From Invoice	173WO235
User 8	From Invoice	173WO236
User 9	From Invoice	173WO237



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User	Field	Value
User 10	From Invoice	173WO238
User 11	From Invoice	173WO239
User 12	From Invoice	173WO240
User 13	From Invoice	173WO241
User 14	From Invoice	173WO242
User 15	From Invoice	173WO243
User 16	From Invoice	173WO244
User 17	From Invoice	173WO245
User 18	From Invoice	173WO246
User 19	From Invoice	173WO247
User 20	From Invoice	173WO248



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Activity 2 - Walkthrough: Review Accounts Receivable for Consolidated Billing

Scenario

You have generated consolidated invoices for your agency and the pending item information has been loaded on export tables for processing by Accounts Receivable. Review the pending items created from the consolidated bills for your agency.

Menu Path

Billing → Review Billing Information → AR Pending Items

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Follow along with your instructor as he/she demonstrates how to review the pending item information that has been loaded on export tables for processing by Accounts Receivable for consolidated billing in SMART. Perform each step along with the instructor using the values assigned to your training number. For fields in the Required Data table that require a "user specific field," be sure to use ONLY the user number that your instructor has assigned to you.

Required Data

Field	Value
<i>AR Pending Items: Find an Existing Value</i>	
Business Unit	17300
<i>AR Pending Items : Search Results</i>	
Group ID	162

Activity 3 – Challenge: Creating Consolidated Bills

Scenario

A customer has requested that you send her a summary invoice for two separate bills. For this purpose, create a consolidated bill header. Then, attach the bills to the consolidated bill header invoice just created. After attaching the bills, change the status of each bill to RDY. Then change the status of the consolidated bill header to “RDY” and finalize and print the consolidated bills.

Menu Path

Billing → Maintain Bills → Create Consolidated Header

UPK Procedure

Processing and Printing Consolidated Bills

Job Aid

Not Applicable

Instructions


For fields in the Required Data table that require “user specific data,” be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise, refer to the UPK, then refer to the Instructor for guidance.

Required Data

Field	Value
<i>Create Consolidated Header :Add a New Value</i>	
Business Unit	17300
Invoice	NEXT
Bill Type Identifier	WO
Bill Source	ONLINE
Customer	0000000000000278
* Click the Add button	
* Click the Save button	
Create Consolidated Header Results	_____ - Note the value created by saving the Consolidated Header
<i>Attach and Detach Bills :Find an Existing Value</i>	
Business Unit	17300
Consol Inv	[New invoice ID for Consolidated Header]
<i>Activity continued on next page</i>	

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Field	Value
<i>Attach and Detach Bills</i>	
Select	Click the select checkbox for the two specified bills. See user specific data for Invoice (1) and Invoice (2) to attach.
* Click the Attach button	
<i>Set Invoices to RDY status</i>	
<i>Maintain Bills>Standard Billing: Find an Existing Value</i>	
Business Unit	17300
Invoice ID	See user specific data for Invoice (1)
<i>Header – Info 1</i>	
Status	RDY
* Click the Save button	
* Click Return to Search	
Business Unit	17300
Invoice ID	See user specific data for Invoice (2)
<i>Header – Info 1</i>	
Status	RDY
* Click the Save button	
<i>Create Consolidated Header: Find an Existing Value</i>	
Business Unit	17300
Invoice ID	<Invoice ID created for Consolidated Header>
<i>Header – Info 1</i>	
Status	RDY
* Click the Save button	
<i>Generate Invoices > Consolidated > Finalize and Print Invoices: Add a New Value</i>	
Run Control ID	FinalandPrint_[your initials]
<i>Consolidated Final and Print</i>	
Range Selection	Invoice ID radio button
From Business Unit	17300
To Business Unit	17300
From Invoice	[New invoice ID for Consolidated Header]
To Invoice	[New invoice ID for Consolidated Header]
* Click the Bills To Be Processed button	
	
<i>Activity continued on next page</i>	

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Field	Value
<i>Bills To Be Processed</i>	
Status	Confirm Status is "Rdy" for selected consolidated invoice
* Click the Return button	
<i>Consolidated Final and Print</i>	
* Click the Run button	
<i>Process Scheduler Request</i>	
Consolidation Final and Print (BIJOB02)	Select checkbox selected
Type	Web
Format	PDF
* Click the OK button	
<i>Consolidated Final and Print</i>	
Process Instance Number	_____ - Note the process instance number created for the process request
Process Monitor	Click the Process Monitor link
<i>Process List</i>	
Refresh	Click the Refresh button until Run Status is "Complete" and Distribution Status is "Posted"
BIJOBP02	Click the BIJOBP02 link for your process instance number
<i>Process Detail</i>	
BISPJ00C Success	Click the BISPJ00C Success button
BIIVCPC	Click the BIIVCPC Success link
View Log/Trace	Click the View Log/Trace link
<i>View Log/Trace</i>	
File List	Click the link for the PDF document containing your process instance number in the name
<i>Invoices PDF (new window)</i>	
All fields	Review the PDF file
* Click the Close button	

User Specific Data – Classroom Set 1

User	Field	Value
User 1	Invoice (1)	173WO119
User 2	Invoice (1)	173WO121
User 3	Invoice (1)	173WO123

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User	Field	Value
User 4	Invoice (1)	173WO125
User 5	Invoice (1)	173WO127
User 6	Invoice (1)	173WO129
User 7	Invoice (1)	173WO131
User 8	Invoice (1)	173WO133
User 9	Invoice (1)	173WO135
User 10	Invoice (1)	173WO137
User 11	Invoice (1)	173WO139
User 12	Invoice (1)	173WO141
User 13	Invoice (1)	173WO143
User 14	Invoice (1)	173WO145
User 15	Invoice (1)	173WO147
User 16	Invoice (1)	173WO149
User 17	Invoice (1)	173WO151
User 18	Invoice (1)	173WO153
User 19	Invoice (1)	173WO155
User 20	Invoice (1)	173WO157
User 1	Invoice (2)	173WO120
User 2	Invoice (2)	173WO122
User 3	Invoice (2)	173WO124
User 4	Invoice (2)	173WO126
User 5	Invoice (2)	173WO128
User 6	Invoice (2)	173WO130
User 7	Invoice (2)	173WO132
User 8	Invoice (2)	173WO134
User 9	Invoice (2)	173WO136
User 10	Invoice (2)	173WO138
User 11	Invoice (2)	173WO140
User 12	Invoice (2)	173WO142
User 13	Invoice (2)	173WO144
User 14	Invoice (2)	173WO146
User 15	Invoice (2)	173WO148
User 16	Invoice (2)	173WO150
User 17	Invoice (2)	173WO152
User 18	Invoice (2)	173WO154
User 19	Invoice (2)	173WO156
User 20	Invoice (2)	173WO158

User Specific Data – Classroom Set 2

User	Field	Value
User 1	Invoice (1)	173WO159



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User	Field	Value
User 2	Invoice (1)	173WO161
User 3	Invoice (1)	173WO163
User 4	Invoice (1)	173WO165
User 5	Invoice (1)	173WO167
User 6	Invoice (1)	173WO169
User 7	Invoice (1)	173WO171
User 8	Invoice (1)	173WO173
User 9	Invoice (1)	173WO175
User 10	Invoice (1)	173WO177
User 11	Invoice (1)	173WO179
User 12	Invoice (1)	173WO181
User 13	Invoice (1)	173WO183
User 14	Invoice (1)	173WO185
User 15	Invoice (1)	173WO187
User 16	Invoice (1)	173WO189
User 17	Invoice (1)	173WO191
User 18	Invoice (1)	173WO193
User 19	Invoice (1)	173WO195
User 20	Invoice (1)	173WO197
User 1	Invoice (2)	173WO160
User 2	Invoice (2)	173WO162
User 3	Invoice (2)	173WO164
User 4	Invoice (2)	173WO166
User 5	Invoice (2)	173WO168
User 6	Invoice (2)	173WO170
User 7	Invoice (2)	173WO172
User 8	Invoice (2)	173WO174
User 9	Invoice (2)	173WO176
User 10	Invoice (2)	173WO178
User 11	Invoice (2)	173WO180
User 12	Invoice (2)	173WO182
User 13	Invoice (2)	173WO184
User 14	Invoice (2)	173WO186
User 15	Invoice (2)	173WO188
User 16	Invoice (2)	173WO190
User 17	Invoice (2)	173WO192
User 18	Invoice (2)	173WO194
User 19	Invoice (2)	173WO196
User 20	Invoice (2)	173WO198

Activity 4 - Walkthrough: Credit a Bill

Scenario

You are a **Billing Processor** for your agency. One of your customers has just called to inform you that they have received an invoice for items they did not order. You need to credit the entire bill generated for this customer and review the information to confirm the adjustment was made.

Menu Path

Billing → Maintain Bills → Adjust Entire Bill → Find an Existing Value

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Follow along with your instructor as he/she demonstrates how to credit a bill in SMART. Perform each step along with the instructor using the values assigned to your training number. For fields in the Required Data table that require "user specific data," be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise ask the instructor for guidance.

Required Data

Field	Value
<i>Adjust Entire Bill: Find an Existing Value</i>	
Business Unit	17300
Invoice	See user specific data
<i>Adjust Entire Bill</i>	
Select Bill Adjustment Action	Credit Entire Bill radio button
Adjustment Results: Credit Bill	[invoice from above]-CR
* Click the Save button	
Header Info 1	Click the Header Info 1 link
<i>Header – Info 1 (new window)</i>	
Invoice	[today's date]
Accounting Date	[today's date]
* Click the Save button	
* Close the new window	
<i>Review Billing Information > Adjustment History: Find an Existing Value</i>	
Business Unit	17300
Invoice	See user specific data
<i>Adjustment History</i>	
Review the adjustment information	

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Invoice	173MSC11
Instructor 2	Invoice	173MSC12
Instructor 3	Invoice	173MSC13
User 1	Invoice	173MSC14
User 2	Invoice	173MSC15
User 3	Invoice	173MSC16
User 4	Invoice	173MSC17
User 5	Invoice	173MSC18
User 6	Invoice	173MSC19
User 7	Invoice	173MSC20
User 8	Invoice	173MSC21
User 9	Invoice	173MSC22
User 10	Invoice	173MSC23
User 11	Invoice	173MSC24
User 12	Invoice	173MSC25
User 13	Invoice	173MSC26
User 14	Invoice	173MSC27
User 15	Invoice	173MSC28
User 16	Invoice	173MSC29
User 17	Invoice	173MSC30
User 18	Invoice	173MSC31
User 19	Invoice	173MSC32
User 20	Invoice	173MSC33

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Invoice	173MSC34
Instructor 2	Invoice	173MSC35
Instructor 3	Invoice	173MSC36
User 1	Invoice	173MSC37
User 2	Invoice	173MSC38
User 3	Invoice	173MSC39
User 4	Invoice	173MSC40
User 5	Invoice	173MSC41
User 6	Invoice	173MSC42
User 7	Invoice	173MSC43
User 8	Invoice	173MSC44
User 9	Invoice	173MSC45



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User	Field	Value
User 10	Invoice	173MSC46
User 11	Invoice	173MSC47
User 12	Invoice	173MSC48
User 13	Invoice	173MSC49
User 14	Invoice	173MSC50
User 15	Invoice	173MSC51
User 16	Invoice	173MSC52
User 17	Invoice	173MSC53
User 18	Invoice	173MSC54
User 19	Invoice	173MSC55
User 20	Invoice	173MSC56



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Activity 5 - Demonstration: Credit an Entire Bill and Rebill

Scenario

You are a **Billing Processor** for your agency. You have just received an email from one of your customers that they believe to have received an invoice in error. Reviewing the provided invoice number, you discover that the shipment was sent to the wrong customer. You need to credit the invoice sent in error and rebill it to the correct customer.

Menu Path

Billing → Maintain Bills → Adjust Entire Bill → Find an Existing Value

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Watch your instructor as he/she demonstrates how to credit an entire bill and rebill. DO NOT perform this exercise along with your instructor.

Required Data

Field	Value
<i>Adjust Entire Bill: Find an Existing Value</i>	
Business Unit	17300
Invoice	See user specific data
<i>Adjust Entire Bill</i>	
Select Bill Adjustment Action	Credit & Rebill radio button
Adjustment Results: Credit Bill	[invoice from above]-CR
Adjustment Results: Rebill Bill	[invoice from above]-RB
* Click the Save button	
Header Info 1	Click the Header Info 1 link for credit bill
<i>Header – Info 1 (new window)</i>	
Invoice	[today's date]
Accounting Date	[today's date]
* Click the Save button	
* Close the window	
<i>Adjust Entire Bill</i>	
Header Info 1	Click the Header Info 1 link for rebill bill
<i>Activity continued on next page</i>	

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Field	Value
<i>Header – Info 1 (new window)</i>	
Invoice	[today's date]
Accounting Date	[today's date]
Customer	0000000000000263
* Click the Save button	
* Click the OK button after reviewing the warning message	
* Close the window	
<i>Review Billing Information > Adjustment History: Find an Existing Value</i>	
Business Unit	17300
Invoice	See user specific data
<i>Adjustment History</i>	
All values	Review the adjustment information

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Invoice	173JOB122
Instructor 2	Invoice	173JOB123
Instructor 3	Invoice	173JOB124

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Invoice	173JOB125
Instructor 2	Invoice	173JOB126
Instructor 3	Invoice	173JOB127



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Activity 6 - Demonstration: Credit a Bill Line and Apply to an Existing Bill

Scenario

You are a **Billing Processor** for your agency. A customer informs you that an extra item appears on their invoice. You need to credit the line and apply the credit to an existing bill.

Menu Path

Billing → Maintain Bills → Adjust Selected Bill Lines → Find an Existing Value

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Watch your instructor as he/she demonstrates how to credit a bill line and apply to an existing bill in SMART. DO NOT perform this exercise along with your instructor.

Required Data

Field	Value
<i>Adjust Selected Bill Lines: Find an Existing Value</i>	
Business Unit	17300
Invoice	See user specific data
<i>Adjust Selected Bill Lines</i>	
Select Line Adjustment Action	Adjust Selected Lines radio button
Add to Existing Bill	Checkbox selected
OK	Click the OK button
Line Opt	Credit Line drop-down option
Line Adjust Results: Add to Bill	See user specific data
Select Bill Lines	Sel checkbox selected for Line3, Seq 3
* Click the Save button	
Header Info 1	Click the Header Info 1 link for Credit Bill
<i>Header – Info 1 (new window)</i>	
All fields	Review invoice header information
<i>Line – Info 1</i>	
All fields	Review invoice line information for both bill lines
* Close the window	
<i>Activity continued on next page</i>	

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Field	Value
<i>Review Billing Information > Review Line History: Find an Existing Value</i>	
Business Unit	17300
Invoice	[Original invoice ID from above]
<i>Adjustment Line Summary</i>	
All values	Review the summary of adjustment lines for the bill
<i>Adjustment Line History</i>	
All values	Review the details for each bill line, including all adjustments made to that line

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Invoice	173P&D51
Instructor 2	Invoice	173P&D52
Instructor 3	Invoice	173P&D53
Instructor 1	Add to Bill	173JOB128
Instructor 2	Add to Bill	173JOB129
Instructor 3	Add to Bill	173JOB130

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Invoice	173P&D54
Instructor 2	Invoice	173P&D55
Instructor 3	Invoice	173P&D56
Instructor 1	Add to Bill	173JOB131
Instructor 2	Add to Bill	173JOB132
Instructor 3	Add to Bill	173JOB133

Activity 7 - Walkthrough: Creating a Bill Line Reversal and Rebill

Scenario

You are a **Billing Processor** for your agency. Your supervisor informs you that a customer was only billed for 225 copies on a recent print order when they should have been billed for 255. Create a bill line reversal for the incorrect quantity and total cost of 225 copies and rebill the customer for the correct quantity and total cost of the 255 copies.

Menu Path

Billing → Maintain Bills → Adjust Selected Bill Lines → Find an Existing Value

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Follow along with your instructor as he/she demonstrates how to create a bill line reversal and rebill in SMART. Perform each step along with the instructor using the values assigned to your training number. For fields in the Required Data table that require "user specific data," be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise ask the instructor for guidance.

Required Data

Field	Value
<i>Adjust Selected Bill Lines: Find an Existing Value</i>	
Business Unit	17300
Invoice	See user specific data
<i>Adjust Selected Bill Lines</i>	
Select Line Adjustment Action	Adjust Selected Lines radio button
Add to Existing Bill	Checkbox not selected
OK	Click the OK button
Line Opt	Create Reversal and Rebill drop-down option
Select Bill Lines	Sel checkbox selected for Line 1, Seq 1
Line Adjustment Results: Adjustment	[invoice from above]-RB
* Click the Save button	
<i>Activity continued on next page</i>	

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Field	Value
<i>Header – Info 1 (new window)</i>	
Invoice Date	<Today's date>
Accounting Date	<Today's date>
<i>Line – Info 1 (new window)</i>	
<i>Seq 1</i>	
All fields	Review the credit line information
<i>Seq 2</i>	
Qty	255
* Click the Save button	
* Close the window	
<i>Review Billing Information > Review Line History: Find an Existing Value</i>	
Business Unit	17300
Invoice	[New invoice ID from above]
<i>Adjustment Line Summary</i>	
All values	Review the summary of adjustment lines for the bill
<i>Adjustment Line History</i>	
All values	Review the details for each bill line, including all adjustments made to that line

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Invoice	173JOB134
Instructor 2	Invoice	173JOB135
Instructor 3	Invoice	173JOB136
User 1	Invoice	173JOB137
User 2	Invoice	173JOB138
User 3	Invoice	173JOB139
User 4	Invoice	173JOB140
User 5	Invoice	173JOB141
User 6	Invoice	173JOB142
User 7	Invoice	173JOB143
User 8	Invoice	173JOB144
User 9	Invoice	173JOB145
User 10	Invoice	173JOB146
User 11	Invoice	173JOB147
User 12	Invoice	173JOB148
User 13	Invoice	173JOB149
User 14	Invoice	173JOB150
User 15	Invoice	173JOB151



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User	Field	Value
User 16	Invoice	173JOB152
User 17	Invoice	173JOB153
User 18	Invoice	173JOB154
User 19	Invoice	173JOB155
User 20	Invoice	173JOB156

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Invoice	173JOB157
Instructor 2	Invoice	173JOB158
Instructor 3	Invoice	173JOB159
User 1	Invoice	173JOB160
User 2	Invoice	173JOB161
User 3	Invoice	173JOB162
User 4	Invoice	173JOB163
User 5	Invoice	173JOB164
User 6	Invoice	173JOB165
User 7	Invoice	173JOB166
User 8	Invoice	173JOB167
User 9	Invoice	173JOB168
User 10	Invoice	173JOB169
User 11	Invoice	173JOB170
User 12	Invoice	173JOB171
User 13	Invoice	173JOB172
User 14	Invoice	173JOB173
User 15	Invoice	173JOB174
User 16	Invoice	173JOB175
User 17	Invoice	173JOB176
User 18	Invoice	173JOB177
User 19	Invoice	173JOB178
User 20	Invoice	173JOB179

Activity 8 - Demonstration: Creating a Net Bill Line Adjustment

Scenario

You are a **Billing Processor** for your agency that has just discovered an incorrect customer invoice. The customer was accidentally billed for an item at a cost of \$35 each instead of \$3.50 each. Create a net bill line adjustment to fix this error on a new bill. Since you frequently provide services to this customer, save the net bill line adjustment in a new bill that you will add bill lines to for services provided next week.

Menu Path

Billing → Maintain Bills → Adjust Selected Bill Lines → Find an Existing Value

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Watch your instructor as he/she demonstrates how to create a net bill line adjustment in SMART. DO NOT perform this exercise along with your instructor.

Required Data

Field	Value
<i>Adjust Selected Bill Lines: Find an Existing Value</i>	
Business Unit	17300
Invoice	See user specific data
<i>Adjust Selected Bill Lines</i>	
Select Line Adjustment Action	Adjust Selected Lines radio button
Add to Existing Bill	Checkbox not selected
OK	Click the OK button
Line Opt	Create Net Adjustment Only drop-down option
Select Bill Lines	Sel checkbox selected for Line 2, Seq 2
Line Adjustment Results: Adjustment	[invoice from above]-CR
* Click the Save button	
Bill Line Info 1	Click the Bill Line Info 1 link
<i>Line – Info 1 (new window)</i>	
Unit Price	3.50
Save	Click the Save button
Close	Close the window
<i>Activity continued on next page</i>	



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Field	Value
<i>Review Billing Information > Review Line History: Find an Existing Value</i>	
Business Unit	17300
Invoice	[New invoice ID from above]
<i>Adjustment Line Summary</i>	
All values	Review the summary of adjustment lines for the bill
<i>Adjustment Line History</i>	
All values	Review the details for each bill line, including all adjustments made to that line

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Invoice	173WO16
Instructor 2	Invoice	173WO17
Instructor 3	Invoice	173WO18

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Invoice	173WO19
Instructor 2	Invoice	173WO20
Instructor 3	Invoice	173WO21



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Activity 9 - Challenge: Crediting, Adjusting, and Rebilling for Bills

Scenario

In this challenge, you are a **Billing Processor** that has received several incorrect invoices from customers. Use the provided information below to practice:

Crediting an Entire Bill and Rebilling

You are a **Billing Processor** for your agency. You have just received a call from one of your customers that they believe to have received an invoice in error. Reviewing the invoice by the provided invoice number, you discover the invoice was sent to the wrong customer. Credit the customer's account for the entire bill sent in error and bill the correct customer.

Crediting a Bill Line and Applying to an Existing Bill

You are a **Billing Processor** for your agency. A customer informs you that two extra items appear on their invoice. You need to credit the lines and apply the credit to an existing bill.

Creating a Net Bill Line Adjustment

You are a **Billing Processor** for your agency that has just received an email from one of your customers. They want to change their order to only 10 copies from the original 15. Create a net bill line adjustment to fix this change and create a new bill with the adjustment. Then, add two lines to the new bill for recent services provided to the customer before saving.

Menu Path

Billing → Maintain Bills → Adjust Entire Bill → Find an Existing Value

Billing → Maintain Bills → Adjust Selected Bill Lines → Find an Existing Value

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Use the appropriate steps from the previous Instructor led walkthrough(s) to complete the exercise scenario in SMART. For fields in the Required Data table that require "user specific data," be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise, refer to the UPK. If there is not a UPK, then refer to the Instructor for guidance.

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Required Data

Field	Value
Crediting an Entire Bill and Rebilling	
<i>Adjust Entire Bill: Find an Existing Value</i>	
Business Unit	17300
Invoice	See user specific data
<i>Adjust Entire Bill</i>	
Select Bill Adjustment Action	Credit & Rebill radio button
Adjustment Results: Credit Bill	[invoice from above]-CR
Adjustment Results: Rebill Bill	[invoice from above]-RB
* Click the Save button	
Header Info 1	Click the Header Info 1 link for credit bill
<i>Header – Info 1 (new window)</i>	
Invoice	[today's date]
* Click the Save button	
* Close the window	
<i>Adjust Entire Bill</i>	
Header Info 1	Click the Header Info 1 link for rebill bill
<i>Header – Info 1 (new window)</i>	
Invoice	[today's date]
Customer	0000000000000268
* Click the Save button	
* Close the window	
Crediting a Bill Line and Applying to an Existing Bill	
<i>Adjust Selected Bill Lines: Find an Existing Value</i>	
Business Unit	17300
Invoice	See user specific data
<i>Adjust Selected Bill Lines</i>	
Select Line Adjustment Action	Adjust Selected Lines radio button
Add to Existing Bill	Checkbox selected
OK	Click the OK button
Line Opt	Credit Line drop-down option
Add to Bill	See user specific data
Select Bill Lines	Sel checkbox selected for Line 2, Seq 2
Select Bill Lines	Sel checkbox selected for Line 3, Seq 3
* Click the Save button	
Header Info 1	Click the Header Info 1 link for Credit Bill
<i>Activity continued on next page</i>	

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Field	Value
<i>Header – Info 1 (new window)</i>	
All fields	Review invoice header information
<i>Line – Info 1</i>	
All fields	Review invoice line information
* Close the window	
<i>Creating a Net Bill Line Adjustment</i>	
<i>Adjust Selected Bill Lines: Find an Existing Value</i>	
Business Unit	17300
Invoice	See user specific data
<i>Adjust Selected Bill Lines</i>	
Select Line Adjustment Action	Adjust Selected Lines radio button
Add to Existing Bill	Checkbox not selected
OK	Click the OK button
Line Opt	Create Net Adjustment Only drop-down option
Select Bill Lines	Sel checkbox selected for Line 1, Seq 1
Line Adjustment Results: Adjustment	[invoice from above]-CR
* Click the Save button	
Bill Line Info 1	Click the Bill Line Info 1 link
<i>Line – Info 1 (new window)</i>	
<i>Sequence 1</i>	
Qty	10
* Click the Add a New Row button	
<i>Sequence 2</i>	
Table	ID
Identifier	PRINT BILL (INV)
Quantity	150
UOM	EA
Unit Price	1
From Date	[today's date – 2 weeks]
Through Date	[today's date – 2 weeks]
* Click the Add a New Row button	
<i>Sequence 3</i>	
Table	ID
Identifier	PRINT BILL (INV)
Quantity	150
UOM	EA
Unit Price	1
From Date	[today's date – 2 weeks]
<i>Activity continued on next page</i>	

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Field	Value
Through Date	[today's date – 2 weeks]
<i>Line – Info 2</i>	
Sequence 1	
Entry Type	INV
Entry Reason	PRNT
Sequence 2	
Entry Type	INV
Entry Reason	PRNT
Sequence 3	
Entry Type	INV
Entry Reason	PRNT
Navigation	Acctg – Rev Distribution option from the drop-down list
<i>Acctg – Rev Distribution</i>	
Sequence 1	
Code	INVPRNT
Sequence 1	
Code	INVPRNT
Sequence 1	
Code	INVPRNT
* Click the Save button	
* Close the window	

User Specific Data – Classroom Set 1

User	Field	Value
<i>Crediting an Entire Bill and Rebilling</i>		
User 1	Invoice	173PKG18
User 2	Invoice	173PKG19
User 3	Invoice	173PKG20
User 4	Invoice	173PKG21
User 5	Invoice	173PKG22
User 6	Invoice	173PKG23
User 7	Invoice	173PKG24
User 8	Invoice	173PKG25
User 9	Invoice	173PKG26
User 10	Invoice	173PKG27
User 11	Invoice	173PKG28
User 12	Invoice	173PKG29
User 13	Invoice	173PKG30
User 14	Invoice	173PKG31
User 15	Invoice	173PKG32



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User	Field	Value
User 16	Invoice	173PKG33
User 17	Invoice	173PKG34
User 18	Invoice	173PKG35
User 19	Invoice	173PKG36
User 20	Invoice	173PKG37
<i>Crediting a Bill Line and Applying to an Existing Bill</i>		
User 1	Invoice	173P&D57
User 2	Invoice	173P&D58
User 3	Invoice	173P&D59
User 4	Invoice	173P&D60
User 5	Invoice	173P&D61
User 6	Invoice	173P&D62
User 7	Invoice	173P&D63
User 8	Invoice	173P&D64
User 9	Invoice	173P&D65
User 10	Invoice	173P&D66
User 11	Invoice	173P&D67
User 12	Invoice	173P&D68
User 13	Invoice	173P&D69
User 14	Invoice	173P&D70
User 15	Invoice	173P&D71
User 16	Invoice	173P&D72
User 17	Invoice	173P&D73
User 18	Invoice	173P&D74
User 19	Invoice	173P&D75
User 20	Invoice	173P&D76
User 1	Add to Bill	173P&D97
User 2	Add to Bill	173P&D98
User 3	Add to Bill	173P&D99
User 4	Add to Bill	173P&D100
User 5	Add to Bill	173P&D101
User 6	Add to Bill	173P&D102
User 7	Add to Bill	173P&D103
User 8	Add to Bill	173P&D104
User 9	Add to Bill	173P&D105
User 10	Add to Bill	173P&D106
User 11	Add to Bill	173P&D107
User 12	Add to Bill	173P&D108
User 13	Add to Bill	173P&D109
User 14	Add to Bill	173P&D110

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User	Field	Value
User 15	Add to Bill	173P&D111
User 16	Add to Bill	173P&D112
User 17	Add to Bill	173P&D113
User 18	Add to Bill	173P&D114
User 19	Add to Bill	173P&D115
User 20	Add to Bill	173P&D116
<i>Creating a Net Bill Line Adjustment</i>		
User 1	Invoice	173JOB180
User 2	Invoice	173JOB181
User 3	Invoice	173JOB182
User 4	Invoice	173JOB183
User 5	Invoice	173JOB184
User 6	Invoice	173JOB185
User 7	Invoice	173JOB186
User 8	Invoice	173JOB187
User 9	Invoice	173JOB188
User 10	Invoice	173JOB189
User 11	Invoice	173JOB190
User 12	Invoice	173JOB191
User 13	Invoice	173JOB192
User 14	Invoice	173JOB193
User 15	Invoice	173JOB194
User 16	Invoice	173JOB195
User 17	Invoice	173JOB196
User 18	Invoice	173JOB197
User 19	Invoice	173JOB198
User 20	Invoice	173JOB199

User Specific Data – Classroom Set 2

User	Field	Value
<i>Crediting an Entire Bill and Rebilling</i>		
User 1	Invoice	173PKG38
User 2	Invoice	173PKG39
User 3	Invoice	173PKG40
User 4	Invoice	173PKG41
User 5	Invoice	173PKG42
User 6	Invoice	173PKG43
User 7	Invoice	173PKG44
User 8	Invoice	173PKG45
User 9	Invoice	173PKG46

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User	Field	Value
User 10	Invoice	173PKG47
User 11	Invoice	173PKG48
User 12	Invoice	173PKG49
User 13	Invoice	173PKG50
User 14	Invoice	173PKG51
User 15	Invoice	173PKG52
User 16	Invoice	173PKG53
User 17	Invoice	173PKG54
User 18	Invoice	173PKG55
User 19	Invoice	173PKG56
User 20	Invoice	173PKG57
<i>Crediting a Bill Line and Applying to an Existing Bill</i>		
User 1	Invoice	173P&D77
User 2	Invoice	173P&D78
User 3	Invoice	173P&D79
User 4	Invoice	173P&D80
User 5	Invoice	173P&D81
User 6	Invoice	173P&D82
User 7	Invoice	173P&D83
User 8	Invoice	173P&D84
User 9	Invoice	173P&D85
User 10	Invoice	173P&D86
User 11	Invoice	173P&D87
User 12	Invoice	173P&D88
User 13	Invoice	173P&D89
User 14	Invoice	173P&D90
User 15	Invoice	173P&D91
User 16	Invoice	173P&D92
User 17	Invoice	173P&D93
User 18	Invoice	173P&D94
User 19	Invoice	173P&D95
User 20	Invoice	173P&D96
User 1	Add to Bill	173P&D117
User 2	Add to Bill	173P&D118
User 3	Add to Bill	173P&D119
User 4	Add to Bill	173P&D120
User 5	Add to Bill	173P&D121
User 6	Add to Bill	173P&D122
User 7	Add to Bill	173P&D123
User 8	Add to Bill	173P&D124



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User	Field	Value
User 9	Add to Bill	173P&D125
User 10	Add to Bill	173P&D126
User 11	Add to Bill	173P&D127
User 12	Add to Bill	173P&D128
User 13	Add to Bill	173P&D129
User 14	Add to Bill	173P&D130
User 15	Add to Bill	173P&D131
User 16	Add to Bill	173P&D132
User 17	Add to Bill	173P&D133
User 18	Add to Bill	173P&D134
User 19	Add to Bill	173P&D135
User 20	Add to Bill	173P&D136
<i>Creating a Net Bill Line Adjustment</i>		
User 1	Invoice	173JOB200
User 2	Invoice	173JOB201
User 3	Invoice	173JOB202
User 4	Invoice	173JOB203
User 5	Invoice	173JOB204
User 6	Invoice	173JOB205
User 7	Invoice	173JOB206
User 8	Invoice	173JOB207
User 9	Invoice	173JOB208
User 10	Invoice	173JOB209
User 11	Invoice	173JOB210
User 12	Invoice	173JOB211
User 13	Invoice	173JOB212
User 14	Invoice	173JOB213
User 15	Invoice	173JOB214
User 16	Invoice	173JOB215
User 17	Invoice	173JOB216
User 18	Invoice	173JOB217
User 19	Invoice	173JOB218
User 20	Invoice	173JOB219